

Form PTO-1449 (Rev. 2-32)	U.S. Department of Commerce Patent & Trademark Office	Atty. Docket No. TRAV0001	Serial No. 09/843,841
INFORMATION DISCLOSURE STATEMENT (Use extra sheets if necessary)		Applicant Mark J. STENDER	
		Filing Date April 30, 2001	Technology Center 2100 2166

U.S. PATENT DOCUMENTS

Examiner Initial		Document Number	Date	Name	Class	Sub- Class	Filing Date (if appropriate)
VH		6,144,990	11/7/2000	Brandt, et al.	709	203	12/23/96
VK		6,122,632	9/19/2000	Botts, et al.	707	10	7/21/97
VK		5,974,430	10/26/99	Mutschler, et al.	707	505	9/30/97
VH		5,793,964	8/11/98	Rogers, et al.	395	200.32	6/7/95
VH		5,754,830	5/19/98	Butts, et al.	395	500	4/1/96
VH		5,701,451	12/23/97	Rogers, et al.	395	600	6/7/95
VH		5,191,522	3/2/93	Bosco, et al.	364	401	1/18/90
VH		4,831,526	5/16/89	Luchs, et al.	364	401	4/22/86

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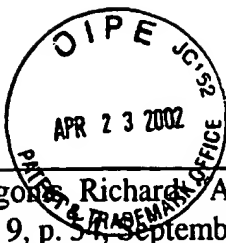
[illegible]

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

212		"Finding Intranet Solutions at Comdex," <i>Communications Week</i> , No. 638, pp. 95(7), November 18, 1996
212		"Solex Launches IAF 2.5, A Comprehensive Billing and Customer Care Solution; Software Infrastructure Enables Service Providers to Grow Their Internet Business," <i>Business Wire</i> , p. 3090284, March 9, 1998
212		"SiteBridge Corporation Launches CustomerNow for Real-Time Customer Service on the Web," <i>Business Wire</i> , p. 4271173, April 27, 1998
212		"MATRAnet Addresses Gap in Customer Relations, Enabling Companies to Maximize Web Sales," <i>M2 Presswire</i> , June 9, 1999

EXAMINER	<i>Vineh Kapphar</i>	DATE CONSIDERED	<i>8/11/05</i>
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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication.



201	Grigori, Richard, App Gens: More Than Just IVR," <i>Computer Telephony</i> , Vol. 7, No. 9, p. 54, September, 1999
201	Yen, Jerome, et al., "Collaborative and Scalable Financial Analysis With Multi-Agent Technology," Proceedings of the 32 nd Hawaii International Conference on System Sciences, March, 1999
EXAMINER <i>rivera Moppikar</i> DATE CONSIDERED <i>8/4/2005</i>	
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